

April 24, 2015

UIA UPDATES

Frequently Asked Questions from Customers

Q I am waiting for a decision about my claim. Why is it taking so long?

A While we try to issue determinations and/or decisions in a timely manner, some cases require additional investigation and evaluation and take more time. Please submit an inquiry through your MiWAM account to get more information about your specific case.

Q Why didn't I get paid?

A There may be several reasons why a claim hasn't been paid. For example, the UIA may need to make a decision on your claim before releasing benefits. While we try to issue decisions in a timely manner, some cases require additional investigation and evaluation. Please contact us online through your MiWAM account to get information about your specific case. Don't forget to continue to report for benefits through your MiWAM account or MARVIN.

Q I'm having trouble with my MiWAM password. How can I get help?

A From the log in page, click on "Having trouble logging in?" A social security number and date of birth are required to retrieve your username. You will not be allowed to continue if the information is not provided. Once you have been identified, you will be allowed to reset your password. If you are still having trouble resetting your password, contact UIA Customer Support at 1-866-500-0017.

Q I registered for work online with Pure Michigan Talent Connect. Do I still have to go to a Michigan Works office?

A Even if you register for work online, you must also report in person to a Michigan Works! Association (MWA) service center at least three business days before your first report for benefits to MARVIN or through MiWAM. MWA staff will validate your registration for the UIA, and verify that you have registered for work. Failure to register may prevent the payment of your benefits.

Helpful Hint: When you receive correspondence from the UIA through your MiWAM account, or by U.S. mail - please make sure you respond as quickly as possible. This will help to ensure your claim is processed in as timely a manner as possible. Responding online through MiWAM is the quickest way to provide the requested information. If you don't respond, the Agency will make a decision based on available information, which may prevent you from receiving benefits.

www.michigan.gov/uia



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State of Michigan, Talent Investment Agency
Unemployment Insurance Agency

